

March 21, 2000

ADDENDUM #1 TO OBSERVATION REPORT #41

KPMG observed missing, unknown, incorrect and untimely charges on several bills.

Issue 41.9

KPMG is experiencing incomplete and inaccurate information and charges on its Administrative bills.

KPMG was billed incorrectly for an inaccurate quantity and incomplete set of *records processed* and *local usage transmission*. The tables below compare the quantity of records processed shown on the Administrative bill¹ to the actual quantity of usage records processed by Bell Atlantic and sent to KPMG.²

Admin. Bill (Bill Pd. Dec. 5 – Jan. 4, 2000) Bill No. 508 Q10-0068 068 005 2			Actual Usage Records Received by KPMG	
#	Date	Quantity	Date	Quantity
1	12/7/99	Not Present on Bill	12/7/99	17
2	12/9/99	Not Present on Bill	12/9/99	1
3	12/14/99	Not Present on Bill	12/14/99	13
4	12/15/99	Not Present on Bill	12/15/99	94
5	12/16/99	Not Present on Bill	12/16/99	129
6	12/17/99	Not Present on Bill	12/17/99	85
7	12/20/99	120	12/20/99	3
8	12/21/99	82	12/21/99	3
9	12/22/99	41	12/22/99	9
10	12/23/99	18	12/23/99	11
11	12/27/99	5	12/27/99	18
12	12/29/99	3	12/29/99	13
13	12/30/99	7	12/30/99	19
14	12/31/99	Not Present on Bill	12/31/99	5
15	01/01/00	Not Present on Bill	01/01/00	3
16	01/03/00	6	01/03/00	9

¹ Based upon conversations with the BA's resale billing help desk, as well as information provided by BA in the Customer Service Activation Letter, KPMG understands that the date for records processed and local usage transmission corresponds to the date a call was made on a KPMG end user account. Further, the appropriate unit for the quantity of records processed and local usage transmission is one record per call.

² The quantity of records processed should equal the local usage transmitted to KPMG. For the purposes of this observation, KPMG assumes that the quantities are the same and therefore does not list records processed and local usage transmission separately.

Admin. Bill (Bill Pd. Jan. 5 – Feb. 4, 2000) Bill No. 508 Q10-0068 068 005 2			Actual Usage Records Received by KPMG	
#	Date	Quantity	Date	Quantity
1	1/5/00	5	1/5/00	11
2	1/6/00	Not Present on Bill	1/6/00	17
3	1/7/00	Not Present on Bill	1/7/00	23
4	1/8/00	Not Present on Bill	1/8/00	9
5	1/9/00	Not Present on Bill	1/9/00	5
6	1/10/00	Not Present on Bill	1/10/00	34
7	1/11/00	Not Present on Bill	1/11/00	31
8	1/12/00	Not Present on Bill	1/12/00	20
9	1/13/00	3	1/13/00	27
10	1/14/00	Not Present on Bill	1/14/00	25
11	1/15/00	Not Present on Bill	1/15/00	7
12	1/16/00	Not Present on Bill	1/16/00	8
13	1/17/00	Not Present on Bill	1/17/00	15
14	1/18/00	Not Present on Bill	1/18/00	22
15	1/19/00	Not Present on Bill	1/19/00	23
16	1/20/00	Not Present on Bill	1/20/00	13
17	1/21/00	Not Present on Bill	1/21/00	13
18	1/28/00	3	1/28/00	0
19	2/2/00	7	2/2/00	0
20	2/3/00	5	2/3/00	0

If the bill does not accurately reflect usage data provided to CLECs, the CLECs are billed an incorrect amount.

Issue 41.10

KPMG was charged incorrectly for a duplicate copy of a bill.

KPMG requested one duplicate copy each month of its UNE Loop Bill on magnetic tape.³ On both the January 1 – January 31, 2000 and February 1 – February 29, 2000 Loop Summary Bills, KPMG was charged \$100 in Summary Bill Current Charges. KPMG contacted the UNE Billing Help Desk to determine the reason for this charge. The Help Desk indicated that \$100 was for the magnetic tapes KPMG was receiving. According to KPMG's Interconnection Agreement with Bell Atlantic, the cost of a duplicate bill on magnetic tape is \$30.86 per bill. Therefore, KPMG was incorrectly charged for this duplicate copy.

Issue 41.11

KPMG was not billed for a service installation charge.

KPMG was not billed for an installation charge when ordering a new line on a UNE-P account. Specifically, KPMG was not charged for the USOC SEPU4, which carries a rate

³ The associated Loop Summary Bill Number is 617 815-4609. KPMG receives the original copy of the bill in paper format.

of \$10.74. This rate is found in KPMG's Interconnection Agreement with Bell Atlantic as a "Tariff or SGAT Rate" and is assigned on a "per line port" basis. In addition, SEPU4 is listed on the Billing Completion Notices for these new lines.

Following are the instances in which KPMG should have incurred this charge:

Item No.	Bill Number	Bill Date	Service Order Number	New Line's Telephone Number
1.	413 Y40-0014 104	1/6/00	C5UM1722	413-572-4406
2.	617 Y40-0013 156	1/6/00	C5UJ1133	781-726-7386
3.	617 Y40-0013 156	2/6/00	C5UP8072	781-292-9671
4.	617 Y40-0013 156	2/6/00	N5XU8096	617-720-3732
5.	617 Y40-0013 156	2/6/00	N5TP0140	617-227-2875 and 617-227-2829
6.	617 Y40-0013 156	2/6/00	N5XU8340	617-720-3581

Issue 41.12

KPMG was charged incorrectly for a decrease in charges on a service order.

For service order # D5UP8077 on KPMG's 1/31/00 resale bill, KPMG was given a credit for a *decrease in charges* instead of a debit.⁴ Decreases in charges on Other Charges and Credits should incur a debit. For example, on this same bill, service order number D5XZ1098 for account 617-372-8136 had a positive, decrease in charges value of \$8.62.

Issue 41.13

The monthly charges on a KPMG bill do not match the account total from the customer service record.

For resale bill number 508 Q05-0135 135 for 12/31/99, the monthly charges on the bill do not match the CSR account total. The monthly charges are \$2207.70, yet the CSR account total is \$2193.14.

Assessment

If CLECs are not billed charges that are complete, known, correct and billed in a timely manner they will have difficulty billing their end users appropriately.

⁴ The associated bill number is 508 Q05-0135. The account telephone number is 617-372-8517. The purchase order number is 2151209199900.